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June 23, 2010

Mark Stone
Deputy Bureau Chief
Consumer and Governmental Affairs Bureau
Federal Communications Commission
445 12th Street, SW
Washington, DC 20554

Dear Mr. Stone,

Please find enclosed in this mailing the annual complaint log for the Telecommunications Relay Service and Speech-to-Speech Services for Individuals with Hearing and Speech Disabilities in the State of Vermont for the year of 2009-2010.

Please feel free to contact me if you have any questions or concerns.

Sincerely,

A handwritten signature in blue ink, appearing to read "Sunni M. Eriksen".

Sunni M. Eriksen
Division of Consumer Affairs and Public Information
Vermont Department of Public Service



Vermont FCC Complaint Log 2009 - 2010



Complaint Tracking for VT (06/01/2009-05/31/2010). Total Customer Contacts: 8

Tally	Date of Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
1	08/15/09	TTY customer called in on 8/14/09 at 1721 to complain about a call made at approx. 1710 that day calling from an 802 number to an 800 number. The TTY user typed a message and asked the Communication Assistant to leave the message and to provided a number to call back. The Communication Assistant typed (dialing to leave msg) then sent ALT 2 . The TTY user had already provided the number and repeated the number for the Communication Agent. However, once the number was dialed the Communication Assistant typed the recording and then after redialing the number typed 'ans mach'. The Communication Assistant should have left the message provided by the TTY user. The TTY user was trying to get the Communication Assistant to stop redialing yet they did not pay attention to the caller's instructions.	08/15/09	The Customer Service Representative spoke to Communication Assistant and she says that when she dialed she reached an interactive recording not an answering machine and was not able to connect to the name the TTY user requested. The Communication Assistant said that she used the appropriate phrasing to see if there was any additional information to connect to the right voice box. After that the TTY user got upset and hung up on the Communication Assistant. She has been coached on how to handle situations like this in the future.
2	08/18/09	ON 8/15/09 a Saturday call at approximately 11:15 am a TTY user was frustrated because the outbound person hung up while the TTY user was still typing. The Communication Assistant only sent that the person hung up. When the tty user asked why the person hung up Communication Assistant explained that the person had to go catch their dog and that the person said they would call the TTY user back. The TTY user was very upset because the Communication Assistant waited until being asked to explain instead of typing it out BEFORE sending that the caller had hung up.	08/18/09	The Communication Assistant ID number provided by the customer is not assigned to any employee. Further investigation is not possible with only the information provided by the customer and the customer did not wish follow up contact.
3	09/24/09	The customer stated that this Communication Assistant did not completely type out a recording. The customer had "number calling" shown on her screen and then there was nothing new going on for a while. Finally the agent started to type the recorded message and informed the customer that the recording disconnected. The customer asked whether or not the complete message was typed and the customer stated that the agent responded with, "I can get a supervisor to verify this". The customer knew it was not a complete message because they've called the same number prior and has had the complete message typed out by a different agent. The Customer Service Representative apologized for the inconvenience and will refer to Communication Assistant's direct supervisor. No follow up needed.	09/24/09	The team leader met with the Communication Assistant. The Communication Assistant did not remember the call and it was made clear to them to call a supervisor to document and type the entire recording.
4	10/27/09	Upon a redial to leave a message on an answering machine, a voice person at a Doctor's office answered the phone. The Communication Assistant read the message that was intended for the answering machine to the voice person and typed 'relaying ur info'. The voice person at the Doctor's office said the Doctor doesn't have Voice mail, so the tty user typed a message to be relayed to the voice person and Communication Assistant responded with "What person said is she can certainly pass a msg to the Dr." The TTY user asked if all the message was left and the Communication Assistant replied "NO, because you INTERRUPTED...CA no longer has that info because there has been typing."	10/27/09	The Communication Assistant was pulled by the team leader and was coached on the proper call procedure with particular attention to avoiding rudeness towards the customer. The Communication Assistant now understands.

5	11/09/09	A TTY customer did not like the Communication Assistant's attitude and that the Communication Assistant did not apologize to her. At the end of the call the customer typed a message and the Communication Assistant sent it. The customer asked the Communication Assistant what the voice person said before they hung up and the Communication Assistant said (she will talk to the doctor). The customer feels that the Communication Assistant broke transparency by doing this instead of typing the exact words the person had said before she hung up. The customer says that she knows the Communication Assistant did not type verbatim and has had problems with this Communication Assistant in the past. The Customer Service Representative apologized to the customer and informed her that their concern would be forwarded to the Communication Assistant's supervisor. The customer would like a follow up call.	11/09/09	The Customer Service Representative discussed this situation with the Communication Assistant and the Communication Assistant said that at the call closure the voice person said "thank you operator I will talk to the dr" and disconnected the call. She stated that since the comment was made directly to her she choose not to type it. On this regard the agent followed proper procedure. The Customer Service Representative attempted to contact the customer twice on Nov 10th at 110pm, at 115pm, and on Nov 11th. The Customer Service Representative left a message on customer's answering machine at 1146 am.
6	11/12/09	Accuracy of captions	11/12/09	A customer's daughter shared feedback regarding the accuracy of the captions and gave some word examples. The Customer Service Representative apologized for the incidence and thanked her for bringing her experience to our attention. The customer did not have specific call detail to share to allow us to follow up with the specific captionist and their supervisor. The Customer Service Representative advised the caller that if they document the date time and Communication Assistant's number of any future calls this will allow us to take specific action with the Communication Assistant captioning the call.
7	01/27/10	A TTY customer said that the Communication Assistant was rude. He said that he typed out a message for the Communication Assistant to leave and the Communication Assistant did not respond. He said he waited for over 5 minutes with no response from the Communication Assistant. He hung up and called in for a supervisor to report this. The call was placed between 215pm and 230pm. The Customer Service Representative apologized to the customer and told him a supervisor would follow up with the Communication Assistant. No follow up requested.	01/27/10	CALL DISCONNECTED AGENT FILLED OUT TROUBLE TICKET. The Customer Service Representative apologized to the customer and told him that a supervisor would follow up with the Communication Assistant and a trouble ticket was filed. The engineering team is investigating the cause and solutions for this issue. Update: 3/2/2010--This Albuquerque relay call center was closed on 2/28 due to business (TRS call volume decline) and economical reasons.
8	05/18/10	Dial Tone - Not heard	05/18/10	The customer's daughter called and said that the CapTel phone had no dial tone. The Customer Service Representative advised the customer's daughter to perform a physical reset which resolved the customer's experience.